



UNITED STATES PATENT AND TRADEMARK OFFICE

COMMISSIONER FOR PATENTS
UNITED STATES PATENT AND TRADEMARK OFFICE
WASHINGTON, D.C. 20231
www.uspto.gov



Bib Data Sheet

CONFIRMATION NO. 5849

SERIAL NUMBER 10/082,386	FILING DATE 02/25/2002 RULE	CLASS 379	GROUP ART UNIT 2642	ATTORNEY DOCKET NO. 066416.0126
------------------------------------	---	---------------------	-------------------------------	---

APPLICANTS
Daniel N. Duncan, Austin, TX;
Alexander N. Svoronos, Springfield, NJ;
Thomas J. Miller, Westfield, NJ;

**** CONTINUING DATA **** *YES*
THIS APPLICATION IS A CIP OF 09/547,627 04/12/2000

**** FOREIGN APPLICATIONS **** *NONE*

IF REQUIRED, FOREIGN FILING LICENSE GRANTED ** SMALL ENTITY **
** 03/25/2002

Foreign Priority claimed <input type="checkbox"/> yes <input checked="" type="checkbox"/> no	STATE OR COUNTRY TX	SHEETS DRAWING 3	TOTAL CLAIMS 49	INDEPENDENT CLAIMS 4
35 USC 119 (a-d) conditions met <input type="checkbox"/> yes <input checked="" type="checkbox"/> no <input type="checkbox"/> Met after Allowance				
Verified and Acknowledged Examiner's Signature _____ Initials _____				

ADDRESS
Robert W. Holland
Suite 600
2001 Ross Avenue
Dallas, TX 75201-2980

TITLE
Method and system for self-service scheduling of inbound inquiries

FILING FEE RECEIVED 738	FEES: Authority has been given in Paper No. _____ to charge/credit DEPOSIT ACCOUNT No. _____ for following:	<input type="checkbox"/> All Fees <input type="checkbox"/> 1.16 Fees (Filing) <input type="checkbox"/> 1.17 Fees (Processing Ext. of time) <input type="checkbox"/> 1.18 Fees (Issue) <input type="checkbox"/> Other _____ <input type="checkbox"/> Credit
-----------------------------------	---	---